



**EAST STAFFORDSHIRE BOROUGH COUNCIL**

**REPORT COVER SHEET**

<b>Title of Report:</b>	Quarter 1 Performance Report 2023/24: Corporate Plan, Leisure Contract and Towns Fund Programme	To be marked with an 'X' by Democratic Services after report has been presented
<b>Meeting of:</b>	Corporate Management Team – 16 <sup>th</sup> August 2023	X
	Pre-Cabinet – 25 <sup>th</sup> August 2023	X
	Leader's / Leader of the Opposition's Advisory Group – 31 <sup>st</sup> August & 6 <sup>th</sup> September	
	Cabinet – 18 <sup>th</sup> September 2023	
	Scrutiny Value for Money Council Committee – 11 <sup>th</sup> Sept 2023	



Is this an Executive Decision:	NO	Is this a Key Decision:	NO
Is this in the Forward Plan:	YES	Is the Report Confidential:	(Appendix 2 & 3)
If so, please state relevant paragraph from Schedule 12A LGA 1972:	[3]		

**Essential Signatories:**

**ALL REPORTS MUST BE IN THE NAME OF A CHIEF OFFICER**

Monitoring Officer: **John Teasdale**

Date ..... Signature .....

Chief Finance Officer: **Lisa Turner**

Date ..... Signature .....

**EAST STAFFORDSHIRE BOROUGH COUNCIL**

**Report to Scrutiny (Health and Well Being) Committee**

**Date: 12<sup>th</sup> September 2023**

**REPORT TITLE: Quarter 1 Performance Report 2023/24**

**PORTFOLIO: Leader**

**CHIEF OFFICER: Mark Rizk**

**CONTACT OFFICER: Jennifer Norman Ext. No. x1273**

**WARD(S) AFFECTED: Non-specific**

**1. Purpose of the Report**

1.1. This report provides a performance update on progress at the end of the first quarter of the 2023/24 financial year towards delivering:

1.1.1. East Staffordshire Borough Council's Corporate Plan

1.1.2. Leisure Services Contract Performance

1.1.3. Towns Fund Programme.

**2. Executive Summary**

**2.1. Corporate Plan Performance**

2.1.1. The Corporate Plan contains 132 targets<sup>1</sup> in total. Each target has been graded using a Red, Amber or Green scoring system to reflect the progress towards achieving that target.

2.1.2. Out of the 132 targets:

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<sup>1</sup> For the purposes of reporting performance, some targets have been broken down into separate parts, increasing the total number from 121 to 132 targets. E.g. ECC13 (street cleaning) and FTM03 (former years arrears)

**82** are green status  
**6** are amber status  
**0** are red status  
**44** are not yet due to be reported

2.1.3. Of the 88 'live' targets:

**93.18%** are green status  
**6.82%** are amber status  
**0.00%** are red status

## 2.2. Leisure Contract Performance

2.2.1. Overall the Leisure Operator continues to be compliant with the services specification.

2.2.2. A small number of actions have been identified for ongoing review.

2.2.3. At the end of Quarter 1 of the 2023-24 contract year a review of the Outcomes Scorecard's RAG ratings for the Key Performance Indicators showed statuses as follows; 75 Green, 3 Amber, and 0 Red.

## 2.3. Towns Fund Programme

2.3.1. This report provides an update on the Towns Fund programme as of 2023-24 Q1. It summarises project progress, key risks, current financial profiles, and claims for two projects: Cycle Network Enhancements (£780,049.76) and the College Project (£1,907,860).

2.3.2. ESBC is required to submit six monthly returns to central government to report progress on delivering the Towns Fund Programme, which are informed by these quarterly reports.

## 3. Background

3.1. The 2023/24 edition of the Corporate Plan was adopted at Full Council in July 2023 following the Borough election and introduced 5 new Corporate Priorities:

- Improving Local Democracy
- Creating a prosperous East Staffordshire
- Developing a Green New Deal for East Staffordshire
- Protecting our heritage
- Standing up for our communities

3.2. The Leisure Services Contract between East Staffordshire Borough Council and Everyone Active commenced on 1st February 2019, following Full Council

approval in November 2018. 2023-24 is the fifth year of the contract which began in February 2019.

- 3.3. A fully detailed report on the Leisure Services contract, including financial performance, will be presented to the Scrutiny Committee focused on Value for Money.
- 3.4. The Towns Fund Programme comprises four projects approved and funded by government: High Street Project (led by ESBC), Canal Towpath Project (led by Canal Trust), Cycle Network Enhancement Project (led by Staffordshire County Council) and Specialist College Offer Project (led by Burton College).

#### 4. Contribution to Corporate Priorities

- 4.1. This report indirectly contributes to all five of the Corporate Priorities as it provides updates and analysis on all the measures and targets identified to monitor progress towards achieving these contained in the Corporate Plan, as well as the Leisure Services contract and Towns Fund Programme.

#### 5. Corporate Plan Performance – Quarter One 2023/24

- 5.1. There are 132 Corporate Plan targets in total, 38 of which aim to directly contribute towards delivering the five new Corporate Priorities. Each target has been graded using a Red, Amber or Green system to reflect the progress towards achieving that target as at 30<sup>th</sup> June 2023, using the following definitions:
- **Green:** Target fully achieved or currently on track to achieve target
  - **Amber:** In danger of falling behind target
  - **Red:** Off target or has been completed behind the target deadline
- 5.2. Table 1 below provides a breakdown of the number of targets in the Red, Amber and Green categories using the definitions above.

**Table 1: Quarter 1 RAG statuses for all Corporate Plan targets**

Status	Number of measures	% of all indicators	Total % of all indicators	% of due indicators	Total % of due indicators
Target Fully Achieved	9	6.82%	62.12%	10.23%	93.18%
On Track to be Achieved	73	55.30%		82.95%	
In Danger of Falling Behind Target	6	4.55%	4.55%	6.82%	6.82%
Completed Behind Schedule	0	0.00%	0.00%	0.00%	0.00%
Off Target	0	0.00%		0.00%	
Not yet due to be reported	44	33.33%	33.33%		
Update not provided	0	0.00%	0.00%		
Deferred	0	0.00%	0.00%		
Deleted	0	0.00%	0.00%		
<b>Totals</b>	<b>132</b>				
<b>Due to be Reported</b>	<b>88</b>				

5.3. A summary of the percentage and number of performance indicators that have been graded Red / Amber / Green for each of the Corporate Priorities and Cabinet Portfolios is shown in Table 2 below.

**Table 2: Summary of Corporate Plan RAG statuses by Priority and Portfolio**

Quarter One (2023/24)	Green		Amber		Red	
	Number of Indicators	Percentage	Number of Indicators	Percentage	Number of Indicators	Percentage
<b>Overall Performance</b>						
All due targets	82	93.18%	6	6.82%	0	0.00%
<b>Corporate Priority</b>						
Improving Local Democracy	3	100.00%	0	0.00%	0	0.00%
Creating a prosperous East Staffordshire	6	100.00%	0	0.00%	0	0.00%
Developing a Green New Deal for East Staffordshire	6	85.71%	1	14.29%	0	0.00%
Protecting our heritage	3	100.00%	0	0.00%	0	0.00%
Standing up for our communities	3	100.00%	0	0.00%	0	0.00%
<b>Cabinet Member Portfolio</b>						
Communities and Regulatory Services	17	94.44%	1	5.56%	0	0.00%
Environment and Climate Change	15	83.33%	3	16.67%	0	0.00%
Finance and Treasury Management	9	100.00%	0	0.00%	0	0.00%
Leader	9	100.00%	0	0.00%	0	0.00%
Regeneration and Development	16	88.89%	2	11.11%	0	0.00%
Tourism and Cultural Development	16	100.00%	0	0.00%	0	0.00%

#### 5.4. Corporate Plan Exception Reporting

5.4.1. In order to highlight potential areas for improvement, Table 3 below details the targets that have been given a 'Red' or 'Amber' status.

5.4.2. Full performance information on all Corporate Plan targets is provided in Appendix 1.

**Table 3: Targets given a 'Red' or 'Amber' status for Quarter 1**

<b>Corporate Plan Performance</b>				
<b>CP Ref</b>	<b>Measure</b>	<b>Target 2022/23</b>	<b>Update</b>	<b>On Track? (R/A/G)</b>
<b>RAD05</b>	<b>Improve the Washlands as a regional attraction</b>	<b>Submit planning application for a Washlands Visitor Centre (August 2023)</b>	A pre-application advice application has been made and this is currently being discussed with the LPA. Once comments have been received, a planning application will be submitted and a revised programme agreed in line with this.	<b>In Danger of Falling Behind Target</b>
<b>RAD06</b>	<b>Improve the Washlands as a regional attraction</b>	<b>Commence the construction of the Washlands Visitor Centre (subject to planning) (February 2024)</b>	The commencement of these works is dependent upon the success of the planning application. A pre-application advice application is currently being reviewed with the LPA.	<b>In Danger of Falling Behind Target</b>

**Corporate Plan Performance**

CP Ref	Measure	Target 2022/23	Update	On Track? (R/A/G)
GD11	Tackling Envirocrime	Ensure fly-tipping is removed as quickly as possible (within 5 days of receipt of notice from CCE team) and disposed of in an environmentally friendly way (Review of progress December 2023)	23 out of 27 (85%) requests removed within 5 days. Average time to remove = within 4 days (of receipt of notice from CCE team) The 4 delayed occasions were due to resources being diverted to other work (3 coincided with A38 working and 1 for In Bloom preparations). Disposal responsibility rests with the County Council, although the vast majority of our waste is sent for incineration at an energy from waste facility.	In Danger of Falling Behind Target
CRS01	Licensing and Enforcement Activities-CCTV	Complete roll out/ installation of fixed CCTV cameras (July 2023)	Not achieved still awaiting date from BT for installation of connections by Open Reach. Chief Officer following up with BT.	In Danger of Falling Behind Target
ECC19	Improve Performance On Waste Reduction	Residual Household Waste Per Household: Upper Quartile	126kg - estimated as not all data received	In Danger of Falling Behind Target
ECC20	Maintain Performance On Recycling	Household Waste Recycled and Composted: Upper Quartile	48.76% - estimated as not all data received	In Danger of Falling Behind Target



## **6. Leisure Services Contract Performance – Quarter One 2023/24**

- 6.1. A schedule for the monitoring of the contract (including regular site visits) has been implemented to assist in the contract management of the partnership with Everyone Active, and detailed reviews of processes and performance have been undertaken throughout the quarter.
- 6.2. Overall the Leisure Operator continues to be compliant with the services specification. Any operational actions identified as requiring ongoing monitoring are detailed in full in Table 1 of Appendix 2 (Private).
- 6.3. Appendix 2 (Private) provides further details of the contract monitoring undertaken by the Council during April, May and June, the contractor's work with the community and updates regarding Better Health Staffordshire, sports provision within Uttoxeter, including the Uttoxeter Sports Hub and a number of capital enhancements to the fitness offering at Meadowside and Uttoxeter Leisure centres .
- 6.4. **Leisure Services Outcomes Scorecard**
- 6.5. An Outcomes Scorecard forms part of the annual leisure contract monitoring process. The scorecard sets out a series of key performance target indicators linked to the Authority's Outcomes and identifies performance measures and score banding based on a RAG (Red, Amber, and Green) rating system, scores, supporting commentary and action plan points.
- 6.6. At the end of Quarter 1 of the 2023-24 contract year a review of the scorecard's RAG ratings for the Key Performance Indicators showed statuses as follows; 75 Green, 3 Amber, and 0 Red.<sup>2</sup>
- 6.7. The Key Performance Indicators will continue to be monitored throughout the year, and reported on each quarter.
- 6.8. A fully detailed report, including financial performance, will be presented to the Scrutiny (Value for Money Council) Committee.

## **7. Towns Fund Programme – Quarter One 2023/24**

- 7.1. The Burton upon Trent Towns Fund programme is now active, with all four projects either in the design, procurement or delivery phase.
- 7.2. There are four projects on the Towns Fund programme, namely:
  - The High Street Project (ESBC led)
  - The Canal Towpath Project (Canal and River Trust led)
  - The Cycle Network Enhancement Project (SCC led)
  - The Specialist College Offer Project (Burton and South Derbyshire College led)

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<sup>2</sup> Note different definitions apply for the RAG ratings for the Leisure Contract and Corporate Plan.

- 7.3. The programme summary attached at Appendix 3 provides an update on individual project progress, current funding profiles, programme outputs and outcomes (where currently capable of being modelled), and key risks.
- 7.4. As of Quarter 1, there are two projects with live funding claims, which are Cycle Network Enhancement Project (£780,049.76) and the College Project (£1,907,860). The Council's own project (High Street project) is managed through the Council's usual budget and project management procedures and so claims are not made in the same way.
- 7.5. All projects are currently identified as being on track with a positive RAG rating for delivery, spend and risk, with all projects having key communication milestones falling within the next 6 months, which include commencement, submission and launch/completion events.
- 7.6. The most significant of the key risks identified in Appendix 3 (private) are those relating to funding pressures, including inflation impacts, a need to secure other funding, and the processing of grant claims. Other significant risks include procurement challenges and impact of unchartered below ground services. No risks have been identified for escalation through the 6 monthly programme returns to Government.
- 7.7. No project has completed or fully claimed at the time of this report and so no local evaluation activities are underway.
- 7.8. Supplementary comments have been submitted for the High Street Project, which have been included on the Programme Progress tab in Appendix 3 (private).

## 8. **Financial Considerations**

*This section has been approved by the following member of the Financial Management Unit: Anya Murray*

With respect to the leisure contract, at the end of quarter one the revenue costs to the Council are estimated to be within the approved Medium Term Financial Strategy. As set out in Appendix 2, the current economic and geo-political circumstances mean that cost pressures particularly in relation to energy are impacting on the contractor and an interim arrangement has been reached for 2023/24. This is being monitored closely alongside the wider contract performance by management and the Partnership Board with a review in December 2023.

Actual expenditure for the Towns Fund Project at the end of June is set out in the Q1 finance report against the overall project budgets.

## 9. **Risk Assessment and Management**

9.1. The main risks to this Report and the Council achieving its objectives are as follows:

9.2. **Positive** (Opportunities/Benefits):

9.2.1. Early identification of positive and negative trends allows for corrective action to be put in place to ensure the Council delivers its corporate priorities.

9.3. **Negative** (Threats):

9.3.1. Failure to rectify under performance could result in a decline in service standards, and Leader / Cabinet Member priorities not being delivered.

9.4. The risks do not need to be entered in the Risk Register.

## 10. **Legal Considerations**

*This section has been approved by the following member of the Legal Team: John Teasdale*

10.1. There are no significant legal issues arising from this Report.

## 11. **Equalities and Health**

11.1. **Equality impacts:** The subject of this Report is not a policy, strategy, function or service that is new or being revised. An equality and health impact assessment is not required.

11.2. **Health impacts:** The outcome of the health screening question does not require a full Health Impact Assessment to be completed.

## 12. **Data Protection Implications – Data Protection Impact Assessment (DPIA)**

10.1. A DPIA must be completed where there are plans to:

- use systematic and extensive profiling with significant effects;
- process special category or criminal offence data on a large scale; or
- systematically monitor publicly accessible places on a large scale
- use new technologies;
- use profiling or special category data to decide on access to services;
- profile individuals on a large scale;
- process biometric data;
- process genetic data;
- match data or combine datasets from different sources;
- collect personal data from a source other than the individual without providing them with a privacy notice ('invisible processing');
- track individuals' location or behaviour;
- profile children or target marketing or online services at them; or
- process data that might endanger the individual's physical health or safety in the event of a security breach

10.2 Following consideration of the above, there are no Data Protection implications arising from this report which would require a DPIA.

## 13. **Human Rights**

13.1. There are no Human Rights issues arising from this Report.

## 14. **Sustainability** (including climate change and change adaptation measures)

14.1. Does the proposal result in an overall positive effect in terms of sustainability (including climate change and change adaptation measures) N/A

## 15. **Recommendation(s)**

15.1. To consider performance at the end of the first quarter of the 2023/24 financial year towards achieving the Council's Corporate Priorities and Leisure Services Contract and Towns Fund Programme.

## 16. **Background Papers**

16.1. Corporate Plan 2023/24 approved at Full Council in July 2023.

## 17. **Appendices**

- 17.1. Appendix 1: Spreadsheet of Quarter 1 updates for Corporate Plan targets.
- 17.2. Appendix 2: Quarter 1 Leisure Services Contract Performance Summary (Private)
- 17.3. Appendix 3: Quarter 1 Towns Fund Programme Summary (Private)